

Exam Questions MB-910

Microsoft Dynamics 365 Fundamentals Customer Engagement Apps (CRM)

<https://www.2passeasy.com/dumps/MB-910/>



NEW QUESTION 1

Which two components are included in Dynamics 365 Marketing? Each correct answer presents a complete solution.

NOTE: Each correct selection is worth one point.

- A. Customer Voice survey
- B. Customer Service Hub
- C. Enterprise Asset Management
- D. Event management

Answer: AD

Explanation:

Reference: <https://docs.microsoft.com/en-gb/dynamics365/marketing/overview>

NEW QUESTION 2

HOTSPOT

A company plans to implement Dynamics 365 Marketing.

For each of the following statements, select Yes if the statement is true. Otherwise, select No.

NOTE: Each correct selection is worth one point.

Hot Area:

Answer Area

Statement	Yes	No
You can only query across accounts, leads, and marketing lists when building segments.	<input type="radio"/>	<input type="radio"/>
You can use quick campaigns with both marketing lists and marketing segments.	<input type="radio"/>	<input type="radio"/>

- A. Mastered
- B. Not Mastered

Answer: A

Explanation:

Reference: <https://docs.microsoft.com/en-gb/dynamics365/marketing/segmentation-lists-subscriptions>

NEW QUESTION 3

HOTSPOT

A company has implemented Dynamics 365 Marketing.

You need to implement apps to meet the company's business requirements.

Which app should you use? To answer, select the appropriate options in the answer area.

NOTE: Each correct selection is worth one point.

Hot Area:

Answer Area

Scenario

App

Collect feedback on the effectiveness of a marketing campaign.

	▼
LinkedIn Sales Navigator	
Dynamics 365 Customer Insights	
Dynamics 365 Customer Voice	

Synchronize leads from LinkedIn to Dynamics 365 Marketing.

	▼
LinkedIn Sales Navigator	
LinkedIn Campaign Manager	
Dynamics 365 Customer Voice	

Create a unified view of customer data from different sources.

	▼
Dynamics 365 Customer Insights	
LinkedIn Sales Navigator	
Dynamics 365 Customer Voice	

- A. Mastered
- B. Not Mastered

Answer: A

Explanation:

Reference: <https://docs.microsoft.com/en-gb/dynamics365/marketing/overview> <https://docs.microsoft.com/en-gb/dynamics365/marketing/linkedin-lead-gen-integration>

NEW QUESTION 4

A company integrates LinkedIn Campaign Manager with Dynamics 365 Marketing.

Which two actions can the company perform using out-of-the-box features? Each correct answer presents a complete solution.

NOTE: Each correct selection is worth one point.

- A. Generate leads from LinkedIn.
- B. Create email templates for LinkedIn messages.
- C. Schedule and publish social posts.
- D. Create and publish events on LinkedIn.

Answer: AC

Explanation:

Reference: <https://seelogic.co.uk/technologies/dynamics-365/marketing-on-linkedin-with-dynamics-365-marketing/>

NEW QUESTION 5

A company organizes and runs conferences and other events. The company is considering using Dynamics 365 Marketing.

The company wants to ensure that they can implement key marketing features without requiring any customizations.

Which three capabilities does Dynamics 365 Marketing support using out-of-the-box functionality? Each correct answer presents part of the solution.

NOTE: Each correct selection is worth one point.

- A. Sponsors and sponsorships
- B. Regulatory compliance
- C. Advertisers and print media and campaigns
- D. Session and speaker tracking
- E. Registration and attendance

Answer: ADE

Explanation:

Reference: <https://docs.microsoft.com/en-gb/dynamics365/marketing/manage-event- sponsorships> <https://docs.microsoft.com/en-gb/dynamics365/marketing/event- management>

NEW QUESTION 6

DRAG DROP

A company uses Dynamics 365 Sales. The following groups of users must be able to perform specific activities with account data.

User group	Has Dynamics 365 Sales license	Requirement
Group A	No	View account data.
Group B	Yes	Make bulk changes to account data without downloading data to a local computer.

You need to export data for each group of users. Which export options should you recommend?
To answer, drag the appropriate export options to the correct user groups. Each export option may be used once, more than once, or not at all. You may need to drag the split bar between panes or scroll to view content.
NOTE: Each correct selection is worth one point.

Answer Area

Export options

Dynamic worksheet

Static worksheet

Excel Online

User group

GroupA

GroupB

Export option

- A. Mastered
- B. Not Mastered

Answer: A

Explanation:
Reference:
<https://docs.microsoft.com/en-us/powerapps/user/export-excel-static-worksheet>
<https://docs.microsoft.com/en-us/powerapps/user/export-to-excel-online>

NEW QUESTION 7

A potential customer delays their decision to commit to a big multi-year contract.
You want to find other colleagues who have interacted with the potential customer to discuss strategies. Which app should you recommend?

- A. Customer Service Insights
- B. Market Insights
- C. Power Virtual Agents
- D. Sales Insights

Answer: D

Explanation:
Reference: <https://docs.microsoft.com/en-us/dynamics365/ai/sales/relationship-analytics#analyze-the-health-and-activity-history-of-a-customer-or-opportunity>

NEW QUESTION 8

DRAG DROP
Match each product to its feature.
Instructions: To answer, drag the appropriate product from the column on the left to its feature on the right. Each product may be used once, more than once, or not at all.
NOTE: Each correct match is worth one point.

Answer Area

Products

Dynamics 365 Sales

Dynamics 365 Sales Insights

Feature

Who knows whom

Quotes

Invoicing

Product

- A. Mastered
- B. Not Mastered

Answer: A

Explanation:

Reference: <https://docs.microsoft.com/en-us/dynamics365/sales-professional/create-invoices> <https://docs.microsoft.com/en-us/dynamics365/ai/sales/relationship-analytics#analyze-the-health-and-activity-history-of-a-customer-or-opportunity>

NEW QUESTION 9

HOTSPOT

You are evaluating Dynamics 365 Sales as a potential replacement for your company's existing sales system. What is a lead? To answer, select the appropriate option in the answer area.

Answer Area

A Dynamics 365 Sales lead is a potential

	▼
customer to be qualified or disqualified.	
sale related to products in the product catalog.	
sale that is always a product of a marketing campaign.	
sale that needs to be related to an existing customer record.	

- A. Mastered
- B. Not Mastered

Answer: A

Explanation:

Reference: <https://docs.microsoft.com/en-us/dynamics365/sales-professional/manage-leads-sales-professional>

NEW QUESTION 10

You are a sales representative for a company.

Which Dynamics 365 Sales can you use to manage the sales pipeline?

- A. Turning leads into opportunities
- B. Tracking the asset history of a customer
- C. Resolving an open case of a customer
- D. Tracking service level agreements

Answer: A

Explanation:

Reference: <https://docs.microsoft.com/en-us/dynamics365/sales-professional/manage-leads-sales-professional>

NEW QUESTION 10

A company plans to implement Dynamics 365 Sales.

Which two out-of-the-box features can you use to capture leads? Each correct answer presents a complete solution.

NOTE: Each correct selection is worth one point.

- A. emails
- B. CSV files
- C. Dynamics 365 Commerce
- D. Dynamics 365 Customer Insights

Answer: AB

Explanation:

Explanation/Reference: Reference: <https://www.dyn365pros.com/2015/11/11/microsoft-dynamics-crm-4-simple-steps-for-importing-leads-and-contacts/>

NEW QUESTION 15

HOTSPOT

You are a sales manager working for a paper manufacturer.

You need to create customers in Dynamics 365 Sales and attach the customer's contract to the customer record as a PDF file. Which record type should you use? To answer, select the appropriate options in the answer area.

NOTE: Each correct selection is worth one point.

Answer Area

Requirement

Record type

Store and track customer information.

	▼
Lead	
Account	

Attach a file to an activity.

	▼
Task	
Notes	
Phone Call	

- A. Mastered
- B. Not Mastered

Answer: A

Explanation:

Reference:

<https://www.inkeysolutions.com/blogs/attach-files-to-notes-record-of-microsoft-dynamics-365-crm-ce-from-the-d365-crm-custom-portal/>

NEW QUESTION 19

DRAG DROP

A company manufactures environmental sensors that can be monitored remotely. Match each component to its definition.

Instructions: To answer, drag the appropriate component from the column on the left to its definition on the right. Each component may be used once, more than once, or not at all. Each correct match is worth one point.

NOTE: Each correct selection is worth one point.

Answer Area

Components

Definition

Component

Azure IoT Hub

Service for integration environmental sensors with Dynamics 365 Customer Service.

Azure IoT Central

Service for configuring integrations between the Customer Service app and environmental sensors.

Service-level agreement

Rules that trigger on actions in the Customer Service app.

Power Automate

Rules and actions that execute the integration between environmental sensors and the Customer Service app.

- A. Mastered
- B. Not Mastered

Answer: A

Explanation:

Reference: <https://docs.microsoft.com/en-us/dynamics365/customer-service/cs-iot-overview>

NEW QUESTION 21

HOTSPOT

A company is using several Dynamics 365 applications. A customer sends an email about an issue they are having with a product during a company holiday.

The customer expects a response in 48 business hours in accordance with their service-level agreement (SLA). You need to configure the system to ensure that the company meets SLA agreements.

Which products should you use? To answer, select the appropriate options in the answer area.

NOTE: Each correct selection is worth one point.

Answer Area

Requirement	Product
Configure the system to account for the impact of holidays on SLA response time.	<div><div></div><div>Dynamics 365 Sales</div><div>Dynamics 365 Customer Service</div><div>Dynamics 365 Marketing</div></div>
Schedule a service representative in the correct department and time zone to address the customer issue.	<div><div></div><div>Bookings</div><div>Resource Management homepage</div><div>Universal Resource Scheduling</div></div>

- A. Mastered
- B. Not Mastered

Answer: A

Explanation:
Reference: <https://docs.microsoft.com/en-us/dynamics365/customer-service/set-up-holiday-schedule> <https://docs.microsoft.com/en-us/dynamics365/common-scheduler/schedule-anything-with-universal-resource-scheduling>

NEW QUESTION 26

HOTSPOT
A company plans to implement Omnichannel for Customer Service.
For each of the following statements, select Yes if the statement is true. Otherwise, select No.
NOTE: Each correct selection is worth one point.
Hot Area:

Answer Area

Statement	Yes	No
Omnichannel for Customer Service allows you to integrate chatbots that can communicate with customers.	<div><div></div></div>	<div><div></div></div>
Agents can only participate in one session at a time.	<div><div></div></div>	<div><div></div></div>
Supervisors can monitor agent conversations only when an agent invites the supervisor to the conversation.	<div><div></div></div>	<div><div></div></div>

- A. Mastered
- B. Not Mastered

Answer: A

Explanation:
Reference: <https://docs.microsoft.com/en-us/dynamics365/customer-service/configure-bot> <https://docs.microsoft.com/en-us/dynamics365/customer-service/oc-manage-sessions> <https://docs.microsoft.com/en-us/dynamics365/customer-service/monitor-conversations>

NEW QUESTION 30

HOTSPOT
A company provides roadside assistance for disabled automobiles.
The company enacts a policy that specifies a 30-minute response time for all requests for assistance. You need to ensure that data about assistance crew response times is captured correctly.
For what type of object should you define details? To answer, select the appropriate option in the answer area.

Answer Area

Defining the details for the

	▼
Entitlement.	
First Response By KPI.	
Service-level agreement.	
Customer service schedule.	

- A. Mastered
- B. Not Mastered

Answer: A

Explanation:

Reference: <https://docs.microsoft.com/en-us/dynamics365/customer-service/define-service-level-agreements>

NEW QUESTION 31

An air conditioning company uses Dynamics 365 Field Service.

When a problem is detected with a customer's air conditioning system, a new case must be opened automatically. You need to recommend a solution for the company.

What should you recommend?

- A. Field Service Mobile
- B. Work orders
- C. Connected Field Service
- D. Universal Resource Scheduling
- E. Case management

Answer: C

Explanation:

Reference:

<https://docs.microsoft.com/en-us/dynamics365/field-service/connected-field-service>

NEW QUESTION 34

HOTSPOT

A company plans to implement Dynamics 365 Field Service.

For each of the following statements, select Yes if the statement is true. Otherwise, select No.

NOTE: Each correct selection is worth one point.

Answer Area

Statement	Yes	No
Images can be added to an inspection when using the mobile app.	<input type="radio"/>	<input type="radio"/>
Inspections can be completed without internet connectivity.	<input type="radio"/>	<input type="radio"/>

- A. Mastered
- B. Not Mastered

Answer: A

Explanation:

Reference: <https://docs.microsoft.com/en-us/dynamics365/field-service/inspections>

NEW QUESTION 38

A company sells and services clothing washing machines and dryers. The company uses Dynamics 365 Field Service.

You need to proactively monitor customer's equipment to identify problems and maintenance needs. Which two Connected Field Service options can you use?

Each correct answer presents a complete solution.

NOTE: Each correct selection is worth one point.

- A. Dynamics 365 Remote Assist integration
- B. Dynamics 365 mobile app
- C. Azure IoT Central
- D. Azure IoT Hub

Answer: CD

Explanation:

Reference: <https://docs.microsoft.com/en-us/dynamics365/field-service/connected-field-service>

NEW QUESTION 39

HOTSPOT

A company uses Dynamics 365 Field Service. The company plans to use built-in scheduling functionality. For each of the following statements, select Yes if the statement is true. Otherwise, select No.

NOTE: Each correct selection is worth one point.

Answer Area

Statement	Yes	No
Field agents can perform maintenance on customer assets. You can see availability of these agents and schedule them to perform the maintenance during quarterly customer visits.	<input type="radio"/>	<input type="radio"/>
Technicians can be redirected from scheduled appointments when emergencies arise in their area and their existing appointments can be rescheduled.	<input type="radio"/>	<input type="radio"/>
You can manually assign lead technicians to oversee large-scale emergency service calls.	<input type="radio"/>	<input type="radio"/>

- A. Mastered
- B. Not Mastered

Answer: A

Explanation:

Reference: <https://docs.microsoft.com/en-us/dynamics365/field-service/schedule-with-travel-time>

NEW QUESTION 40

You are the resource manager for an electrical contractor that uses Dynamics 365 Project Operations.

You need to track information about electricians' qualifications professional licenses, and certifications. Which attribute should you use?

- A. Skills
- B. Roles
- C. Rating values

Answer: A

Explanation:

Reference:

<https://docs.microsoft.com/en-us/dynamics365/project-operations/resource-management/skills-proficiency-models>

NEW QUESTION 44

DRAG DROP

A company uses Dynamics 365 Project Operations. You use the Project Operations Team Member app. You need to correct a submitted time entry.

Which functionality should you use? To answer, drag the appropriate functionalities to the correct scenarios. Each functionality may be used once, more than once, or not at all. You may need to drag the split bar between panes or scroll to view content.

NOTE: Each correct selection is worth one point.

Answer Area

Functionalities	Scenario	Functionality
<input type="button" value="Recall"/>	Update the hours.	<input type="text"/>
<input type="button" value="Edit row"/>	Update the project task.	<input type="text"/>
<input type="button" value="Copy row"/>		

- A. Mastered
- B. Not Mastered

Answer: A

Explanation:
 Reference:
<https://docs.microsoft.com/en-us/dynamics365/project-operations/time/ui-behavior-time>

NEW QUESTION 45

HOTSPOT
 You are a project manager for a company that uses Dynamics 365 Project Operations. You need to determine whether a specific resource has availability to work on a project.
 For each of the following statements, select Yes if the statement is true. Otherwise, select No.
 NOTE: Each correct selection is worth one point.

Answer Area

Statement	Yes	No
You can use the Schedule Board to determine when the resource is available.	<input type="radio"/>	<input type="radio"/>
You can use the Active Role Utilization chart to determine when the resource is available.	<input type="radio"/>	<input type="radio"/>
You can use Resource Reconciliation to determine when the resource is available.	<input type="radio"/>	<input type="radio"/>

- A. Mastered
- B. Not Mastered

Answer: A

Explanation:
 Reference: <https://docs.microsoft.com/en-us/dynamics365/project-operations/psa/resource-management-book-resources- scheduleboard>
<https://docs.microsoft.com/en-us/dynamics365/project-operations/resource-management/resource-reconciliation- overview>

NEW QUESTION 49

A company plans to implement Dynamics 365 Project Operations.
 Which two billing methods does Dynamics 365 Project Operations support? Each correct answer presents a complete solution.
 NOTE: Each correct selection is worth one point.

- A. Time and Material
- B. Fixed Price
- C. Expense
- D. Not-to-exceed Limit

Answer: AB

Explanation:
 Reference: <https://docs.microsoft.com/en-us/dynamics365/project-operations/sales/manage-contract-values-project- based>

NEW QUESTION 51

A company sells and services commercial refrigeration equipment. The company is implementing Dynamics 365 Project Operations.
 You need to ensure that you can select a service technician for an assignment that has the required expertise to address the equipment issues reported by a customer. Which two features should you use? Each correct answer presents part of the solution.
 NOTE: Each correct selection is worth one point.

- A. Resource skills
- B. Resource roles
- C. Proficiency models
- D. Service-level agreements

Answer: AC

Explanation:
 Reference: <https://docs.microsoft.com/en-us/dynamics365/project-operations/psa/resource-management-skills-proficiency>

NEW QUESTION 54

All employees at a company work eight hours each day Monday through Friday. A resource named Resource1 has 40 hours available for a specific week. You need to schedule Resource1 to work on a project during that week. The resource must work the hours detailed below:

Monday	Tuesday	Wednesday	Thursday	Friday
2	3	0	0	5

Which allocation method should you use?

- A. Remaining capacity
- B. Percentage capacity
- C. Full capacity
- D. Front-load hours

Answer: D

Explanation:

You would have to create separate bookings for each of the working days.

Reference: <https://docs.microsoft.com/en-us/dynamics365/project-operations/psa/faq-allocation-methods>

NEW QUESTION 55

A company uses Dynamics 365 Sales.

You need to analyze account data and create reports based on the analyses.

Which solution should you use?

- A. Microsoft Forms Pro
- B. Power BI
- C. Power Automate
- D. Management Reporter

Answer: B

Explanation:

Reference:

<https://docs.microsoft.com/en-us/dynamics365/sales-enterprise/introduction-sales-template-apps>

NEW QUESTION 58

DRAG DROP

A company implements Dynamics 365 Sales. Users are unsure how to perform various tasks.

You need to recommend features to help the company configure the system.

What should you recommend? To answer, drag the appropriate features to the correct requirements. Each feature may be used once, more than once, or not at all. You may need to drag the split bar between panes or scroll to view content.

NOTE: Each correct selection is worth one point.

Answer Area

Features	Requirement	Feature
charts	Schedule follow-up appointments.	
views	Display all appointments and sales orders for a day on a single page.	
dashboards	Configure a dashboard component that displays a list of quotes for the last quarter.	
activities		

- A. Mastered
- B. Not Mastered

Answer: A

Explanation:

Reference:

<https://docs.microsoft.com/en-us/dynamics365/sales-enterprise/manage-activities>

NEW QUESTION 60

You are a sales representative for a company that sells furniture. You collaborate with an engineering team and a design team to support customer proposals. The latest versions of all proposals must be available to both teams. Team members must be able to edit the proposals in real time.

You need to attach a proposal to a customer record. Which mechanism should you use to attach the proposal?

- A. Timeline attachment
- B. Word template
- C. Documents tab

Answer: C

Explanation:

Reference:

<https://docs.microsoft.com/en-us/dynamics365/customerengagement/on-premises/basics/manage-sharepoint-documents-document-locations-in-dynamics-365-apps>

NEW QUESTION 65

A company uses Dynamics 365 Sales. The company creates sales proposals as PDF documents.

The company wants multiple users to access the latest version of a sales proposal in Dynamics 365 Sales. Users must be able to attach notes to the proposal.

You need to recommend an app for the company.
Which app should you recommend?

- A. Microsoft Excel
- B. Microsoft Outlook
- C. Dynamics 365 Sales Insights
- D. Microsoft Teams

Answer: D

Explanation:

Reference: <https://appsource.microsoft.com/en-us/product/office/wa104382045?tab=overview>

NEW QUESTION 70

HOTSPOT

A customer purchases Microsoft 365 and Dynamics 365 Sales.

For each of the following statements, select Yes if the statement is true. Otherwise, select No.

NOTE: Each correct selection is worth one point.

Answer Area

Statement	Yes	No
Salespeople can only use Microsoft Teams to call customers who also use Teams.	<input type="radio"/>	<input type="radio"/>
Executives must have Power BI desktop installed to view Power BI reports shared with them.	<input type="radio"/>	<input type="radio"/>
Salespeople can share notes within Dynamics 365 Sales using OneNote.	<input type="radio"/>	<input type="radio"/>

- A. Mastered
- B. Not Mastered

Answer: A

Explanation:

Reference: <https://docs.microsoft.com/en-us/dynamics365/sales-enterprise/configure-microsoft-teams-dialer> <https://docs.microsoft.com/en-us/power-platform/admin/set-up-onenote-integration-in-dynamics-365>

NEW QUESTION 72

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